FASTER. FRIENDLIER. EASIER.

State Contact Center Solution	Contract Outline
• Vendor Hosted Solution	• Contract term 60 months (annual review and renewal)
• Vendor Managed	• Option for renegotiation at 18 months
• Call Center capabilities	• Agency has an initial term of 12 months; thereafter can cancel, with 90-day notice
• Customer Relationship Management capabilities	• A la carte solution components
• Multi-media and reporting capabilities	• Agency controlled
• Multiple Channels for Interaction (e-mail, fax, chat)	• Service Level Agreement metrics and remedies
• IVR – Interactive Voice Response for self-service	• 7 x 24 Helpdesk
• Call monitoring and recording	• Pre-defined optional development rates

Participant Roles			
Nortel	**Agency**	**OCS**	**GTA**
Vendor – single contact for turnkey service. Vendor provides training, implementation, planning, provisioning, helpdesk, billing, and maintenance.	**Solution Owner** – works directly with the vendor on solution design, business use, ordering, solution receipt, changes, quality validation. Agency controls the solution.	**Business Owner** – brings agencies to the solution. Advocates for agency concerns and call center capabilities.	**Contract Administrator** – manages the vendor to the contract through monthly service reviews, annual benchmarking reviews and the annual contract renewal.

What We Got	Benefits for Georgians	Value to the State

• Constituent contact distribution (ACD) with flexible call routing services
• Constituent contact tracking (CRM)
• Decision support reporting
• Multiple channels for interaction (Email, Fax, Video, Chat) and support for IP Telephony and PC soft-clients
• Disaster recovery and failover
• Support of remote workers and teleworkers
• Flexibility for seasonal staffing
• Historical Reporting and quality monitoring
• Operational expense model (not an enterprise capital expense)
	• Improved productivity & service
	  - Build closer Virtual Teams
	  - Improved Collaboration
	  - Business Process Re-Engineering
	• Understand why constituents are contacting the state
	• Tracking customer requests
	• Maintain an audit trail of work
	• Manager and executive level insight into key business processes
	• Common experience for state constituents
	• Improves customer satisfaction enabling resolution on the first call
	• Forecasting and planning for growth
		• Align agencies with Cost-per-Call model by increasing technology and reducing HR investment
		• Reduce the Cost Per Seat by sharing resources
		• Simplify management of Call Centers
		• Maximize the resources - People and Technology
		• Common training among Call Centers enables common resource leveraging and sharing
		• Reduce telecommunications overhead
		• Eliminate the risk of obsolescence and technology refresh

Monthly Pricing Per seat based on total state usage	1-500 Agents	501-1000 Agents	1001+ Agents	One-Time Implementation Costs per Seat
Hosted ACD Agent	$103	$103	$103	$899
Hosted Premium ACD Agent	$118	$118	$118	$999
Hosted Contact Center Voice Agent	$150	$139	$120	$799
Hosted Contact Center Multimedia Agent	$180	$165	$136	$1,499
Hosted Contact Center Bundle: Voice Agent with CRM	$233	$211	$191	$1,199
Hosted Contact Center Bundle: Multimedia Agent with CRM	$263	$242	$207	$1,999
CRM Standalone	$94	$87	$80	n/a

What is a Contact Center?	What is CRM?
Contact Management • A group of representatives or 'agents' addressing 'customer' interactions where the calls and/or other media route to the 'most available' agent for handling	**"Citizen / Customer Relationship Management"** • For candidates, students, faculty, municipalities, agencies, companies, or organizations with which you maintain a relationship
Computer Telephony Integration (CTI) applications • Screen and data synchronization also called 'screen-pop' with Oracle CRM On Demand	**Tracking** • Of customer requests, call service requests; maintain an audit trail of all work performed
Business Rule Routing • Calls and/or other media can be processed or handled based on specific business rules such as time of day, agent abilities (skill sets) or caller selections	**Reporting** • Manager and executive level insight into key business processes
Real-Time Views • Manager and contact center agents can have real-time views of center statistics like number of calls holding, length of call hold times and service levels	**Can roll out quickly to manage basic business processes** • Marketing Programs • General Information Centers • Complaint Lines
Reporting • Manager has the ability to report on individual agent or group performance hourly, daily, weekly, monthly and annually	**Can integrate with other systems to manage additional business processes** • Application processing
Multiple Solutions Based on Needs • The introduction of sophisticated routing, reporting and recording differentiates a Contact Center from ACD • Adding different media other than voice differentiates a Voice Agent from a Multimedia Agent	**Can roll out in phases focusing on:** • Simple business process first, then more complex • Single department first, then additional departments • Call takers first, then back-office staff

What are the Benefits of ACD and Contact Center Applications?	What are the benefits of CRM?
Enhanced caller experience & increased customer service levels – calls are routed most effectively to the best possible agent	**Improves customer satisfaction** by enabling resolution on the first call / interaction
Equitably allocates contacts between agents which enhances job satisfaction	**Improves organizational efficiency** by shifting work to staff best able to perform it
Increases visibility to services levels and performance with ability to route multimedia applications the same as voice – Web Chat, Email or Fax	**Enables teamwork** by providing an integrated view of the customer (e.g., service requests, notes, emails, inbound and outbound phone calls, attachments)
Web-based reporting tools provide managers and supervisors visibility to real-time service statistics and historical performance	**Improves efficiency of your organization** by standardizing business processes through workflow
Actionable management tools to modify routing in real-time for changes or adverse scenarios	**Allows managers and executives to measure improvements in customer service** with reporting that measures performance against established Service Level Agreements (SLA)

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